



**Maryland**  
DEPARTMENT OF DISABILITIES

# STATE DISABILITIES PLAN

2020-2023

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Secretary Carol A. Beatty  
Department of Disabilities

Deputy Secretary Christian J. Miele  
Department of Disabilities



## GOVERNOR'S LETTER

I am pleased to join Secretary Carol A. Beatty of the Maryland Department of Disabilities in presenting the Maryland State Disabilities Plan for 2020-2023.

The State Disabilities Plan is our roadmap for changing Maryland for the better for our citizens with disabilities. The State Disabilities Plan is developed quadrennially by the Interagency Disabilities Board, which is composed of Cabinet Secretaries of key state agencies and is chaired by the Secretary of Disabilities. The board is charged with producing recommendations, assessing funding and service needs for individuals with disabilities, identifying performance measures, and working with the Secretary of Disabilities to create a seamless, effective, and coordinated delivery system.

Maryland is the only state in the nation with a cabinet-level department focused on cross-disability policy. By working collaboratively with its sister agencies in state government, the Department of Disabilities provides advocacy and guidance to ensure that state entities deliver services in the most integrated settings possible, develop consistent policies affecting those with disabilities, and consider the diverse needs of all when making decisions that impact Marylanders. We are proud of our progress and are ready to continue that work with this plan as a guide for all state entities.

This year marks the thirtieth anniversary of the Americans with Disabilities Act. Signed into law by President George H. W. Bush, the ADA is the landmark civil rights law that reaffirms our nation's founding ideal of equality for all by increasing access and opportunity for people with disabilities across all aspects of community life. Recognizing that many barriers still exist, our State Disabilities Plan outlines our efforts to bring equality of opportunity to all Marylanders. My administration is committed to a vision that ALL Marylanders are valued and respected and have the knowledge, opportunity, and power to make a difference in their lives and the lives of others.

Sincerely,

A handwritten signature in black ink, reading "Larry Hogan".

Larry Hogan  
Governor





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# STATE DISABILITIES PLAN

## OVERVIEW

**The Maryland State Disabilities Plan 2020-2023 has two (2) documents:**

### **1. State Disabilities Plan**

The State Disabilities Plan provides for the coordination of the State services and policies that ensure compliance with State and federal civil rights laws that provide:

- community-based supports
- housing
- transportation
- employment
- education
- financial stability
- health care
- family and peer supports
- recreational and wellness activities
- crime control, public safety, and correctional services
- accessible and universally designed communication and technology
- disability equity, transparency, and efficiency in state government services
- capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

### **2. Appendix**

The Appendix provides background information for the State Disabilities Plan.

# MARYLAND DEPARTMENT OF DISABILITIES

## OVERVIEW

The Maryland Department of Disabilities (MDOD) is charged with coordinating and improving the delivery of services to individuals with disabilities in the state of Maryland. By working collaboratively with all State government agencies, the Department of Disabilities provides advocacy and guidance to ensure that State entities deliver services in the most integrated settings possible, develop consistent policies affecting those with disabilities, and consider the diverse needs of all when making decisions which impact Marylanders. The department focuses on independence and full community membership through its programs which address accessible housing, employment, transitioning youth, community living, technology assistance, barrier-free living, and transportation. This focus is one which consistently has an eye to economic growth through strengthening of a diverse workforce and provision of the efficient and effective supports necessary for full participation in our State's economy. The Maryland Department of Disabilities is required to review and revise the State Disabilities Plan at least once every four years.

### MISSION:

Changing Maryland for the better by promoting equality of opportunity, access, and choice for Marylanders with disabilities.

### VISION:

The Department of Disabilities is committed to the promise of a Maryland in which all people with disabilities have the knowledge and influence to make a difference in their lives and the lives of others.

# LEGAL AUTHORITY

**Human Services Article §7-132 outlines the requirements for the State Disabilities Plan, which is reported on annually in the Department of Disabilities Annual Progress Analysis:**

**(a) Coordination of support services.** The State Disabilities Plan shall provide for the coordination of support services that:

- (1) ensure compliance with the federal Americans with Disabilities Act and other relevant federal and State provisions intended to protect the civil rights of individuals with disabilities;
- (2) are necessary for individuals with disabilities to achieve maximum participation in the mainstream of the community in the most integrated setting possible; and
- (3) address, on a statewide basis, the improvement of:
  - (i) the capacity of communities to support individuals with disabilities with personal attendant care and other long-term care options that are self-directed;
  - (ii) the availability of accessible, integrated, and affordable housing options;
  - (iii) reliable transportation options;
  - (iv) employment and training options, including self-employment and noncongregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities;
  - (v) somatic and behavioral health options;
  - (vi) accessible and universally designed technology;
  - (vii) support services for children, youth, and their families to enable them to achieve successful learning;
  - (viii) family support services, including respite care; and
  - (ix) crime control, public safety, and correctional services that appropriately take into account the needs and rights of individuals with disabilities.

**(b) Assessment of support services for individuals with disabilities.** The State Disabilities Plan shall assess the provision of and resources for support services for individuals with disabilities.





*MDOD Secretary Carol A. Beatty, former MCOD Chairperson Dan McIntyre, Office of Deaf and Hard of Hearing Director Kelby Brick.*

# SUPPORTING THE MARYLAND STATE DISABILITIES PLAN 2020-2023

The State Disabilities Plan provides a framework which allows all levels of government and all sectors of the community to coordinate efforts to improve the lives of Marylanders with disabilities, their families, and caregivers. The plan is developed in collaboration with state agencies, community members, and other stakeholders.

## STAKEHOLDER SURVEY

A Stakeholder Survey was distributed electronically in May 2020 and was made available to the public through June. Thank you to the 426 stakeholders who provided thoughtful feedback on ways to improve the policies and services that impact Marylanders with disabilities. The results of the Stakeholder Survey are summarized in the Appendix.

## INTERAGENCY DISABILITIES BOARD

The Interagency Disabilities Board is chaired by the Department of Disabilities and consists of representatives of the following state agencies: Department of Aging, Department of Commerce, Department of Budget and Management, Department of Health, Department of Housing and Community Development, Department of Human Services, Department of Labor, Department of Planning, Department of Education, Department of Transportation, the Division of Children and Youth of the Governor's Office of Crime Prevention, Youth, and Victim Services, Governor's Office of the Deaf and Hard of Hearing, Department of Juvenile Services, and Department of Public Safety and Correctional Services. Membership of the Interagency Disabilities Board is outlined in Human Services Article §7-128.

## MARYLAND COMMISSION ON DISABILITIES AND LOCAL COMMISSIONS

The State Disabilities Plan was developed in consultation with the Maryland Commission on Disabilities. The Maryland Commission on Disabilities consists of 19 appointed members and two elected officials who represent people with disabilities, families, service providers, and advocates across Maryland. The Alliance of Commissions on Disabilities, which represents the county-level Commissions on Disabilities, also provided valuable feedback.

## PUBLIC SECTOR SUPPORT

Every State and local government agency that has an impact on Maryland's communities touch the lives of people with disabilities in some way. All government entities, including those that do not specifically serve people with disabilities, can support and assist with implementing the State Disabilities Plan by using it and its supporting documents as reference.

## NOT-FOR-PROFIT SECTOR SUPPORT

Community-based organizations play a critical role in service delivery and advocacy. These organizations continue to improve the lives of people with disabilities and their families, by providing services, creating opportunities for community participation, advocating for rights and service improvements, and giving people with disabilities a voice. This plan and its supporting documents were developed in consultation with many community-based organizations and, in turn, will prove to be a useful resource to promote joint initiatives between the government and the community.

## PRIVATE SECTOR SUPPORT

The skills, talents, and resources of people with disabilities represent untapped potential for the private sector. There is a strong business case for employing people with disabilities, as well as ensuring that businesses' buildings and products are physically accessible to customers with disabilities. We hope this document can be a valuable resource to members of the private sector to further engage the support of the disability community and foster increased public-private partnerships.





# STATE DISABILITIES PLAN FRAMEWORK

The Maryland Department of Disabilities is charged with coordinating and improving the delivery of services to individuals with disabilities in the State of Maryland. Our vision for the next four years is: A Maryland in which all people with disabilities have the knowledge, opportunity, and influence to make a difference in their lives and the lives of others.

By working collaboratively with all State government agencies, the Department of Disabilities provides advocacy and guidance to ensure that State entities deliver services in the most integrated settings possible and develop consistent policies affecting those with disabilities. The current State Disabilities Plan is founded on five guiding principles: Self-Direction, Financial Well-Being, Health and Wellness, Maximizing Resources, and Accessible Communication. These principles are interwoven and integral to each outcome and activity under the current plan.



## Guiding Principles

The guiding principles listed in this plan are the long-term changes that Maryland's state agencies are working to achieve. These guiding principles are interconnected and the approach to achieving them must be interdisciplinary and holistic.



## Outcomes

The outcomes listed in this plan describe in more detail what progress needs to be made to achieve the guiding principles. These outcomes can and will be measured.



## Strategies

The strategies in this document guide the activities that are those most likely to have a widespread, positive impact on stakeholders, contribute to the accomplishment of outcomes, are achievable and measurable, and work together to reinforce each other.



## Activities

Activities listed in this document are the broad data collection tools used to measure general, statewide progress towards achieving outcomes.

# 2020-2023 STATE DISABILITIES PLAN

## GUIDING PRINCIPLES

### Self-Direction



*Individuals with disabilities will determine how they wish to live.*

People with disabilities will have the ability to participate in the design of their personal support systems, and the opportunity to live and participate fully in the community in non-congregant settings.

**This Guiding Principle focuses on ensuring that people have a choice in their support services and housing, and maintaining the ability to travel in their community – all foundations for leading a self-directed, independent life.**

### Financial Well-Being



*Individuals with disabilities will have equal opportunity to improve their financial well-being.*

People with disabilities will achieve financial well-being through equal access to education, employment, work incentives and benefits counseling, financial management, and savings programs.

**This Guiding Principle focuses on common paths to financial independence, including education, employment, and sound financial management**

### Health & Wellness



*Individuals with disabilities will have access to resources and services that promote health and wellness.*

People with disabilities will improve their quality of life through multidisciplinary and integrative services and supports.

**This Guiding Principle focuses on developing resources and building capacity in health, behavioral health care, family and peer supports, and improving access to recreational/wellness activities.**

## Maximizing Resources



*Maryland state agencies and key stakeholders will maximize resources effectively.*

Maryland state agencies and key stakeholders will refine processes and infrastructure.

This Guiding Principle focuses on organizational capacity building and infrastructure development between state and non-state partners to better serve people with disabilities and their families.

## Accessible Communication



*Maryland state agencies will be accessible, and communicate information effectively, equitably, and in an accessible format.*

People with disabilities will have equal access to all state agency communications, programs, and services.

This Guiding Principle focuses on ensuring all government communications are accessible, promoting quality service delivery, and acquiring accessible communication services and products for individuals with disabilities.



# STATE DISABILITIES PLAN

## OUTCOMES

The outcomes listed below are detailed descriptions of progress that must be made within Maryland's state agencies in order to achieve and reach our measurable goals. These thirteen outcomes directly impact the five main guiding principles—or long-term changes—that are listed above in this plan. These outcomes play an integral role in each of the principles in the following ways:

**Outcome One:** Improved self-directed supports and services for people with disabilities and their families

**Outcome Two:** Improved availability of integrated, affordable, and accessible housing options for people with disabilities and their households

**Outcome Three:** Improved reliable transportation options for people with disabilities

**Outcome Four:** Improved employment and training options, including self-employment and non-congregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities

**Outcome Five:** Improved educational support services for children, youth, and life-long learners with disabilities

**Outcome Six:** Improved financial stability and independence for people with disabilities and their families

**Outcome Seven:** Improved physical and behavioral health care for people with disabilities and their families

**Outcome Eight:** Improved family and peer support services for people with disabilities and their families

**Outcome Nine:** Improved crime control, public safety, and correctional services emphasizing the needs and rights of people with disabilities

**Outcome Ten:** Improved accessible and universally designed communication and technology

**Outcome Eleven:** Improved disability equity, transparency, and efficiency in state government services

**Outcome Twelve:** Improved access to recreational and wellness activities for people with disabilities and their families

**Outcome Thirteen:** Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies



## STATE DISABILITIES PLAN OUTCOMES

# Self-Direction

*Individuals with disabilities will determine how they wish to live.*

People with disabilities will have the ability to participate in the design of their personal support systems, and the opportunity to live and participate fully in the community in non-congregate settings.



This **Guiding Principle** focuses on ensuring that people have a choice in their support services and housing, and maintaining the ability to travel in their community – all foundations for leading a self-directed, independent life.

**Applicable Outcomes:** One, Two, Three, Thirteen

## OUTCOME ONE

### Improved self-directed supports and services for people with disabilities and their families

#### Strategy One

Improve home and community-based services and programs

**Activity:** Annually collect qualitative and quantitative data and report on improvement in home and community-based services and programs

#### Strategy Two

Improve choice and self-direction within supports programs

**Activity:** Annually collect qualitative and quantitative data and report on improvement in choice and self-direction within supports programs

#### Strategy Three

Improve delivery of services in the most integrated and least-restrictive setting possible

**Activity:** Annually collect qualitative and quantitative data and report on improvement in services being delivered in the most integrated, least-restrictive setting possible

## OUTCOME TWO

### Improved availability of integrated, affordable, and accessible housing options for people with disabilities and their households

#### Strategy One

Improve quantity of and access to integrated, affordable, and accessible rental housing in Maryland

**Activity:** Annually collect qualitative and quantitative data and report on improvement of availability and access to integrated, affordable, and accessible rental housing in Maryland

#### Strategy Two

Improve homeownership for people and households with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in homeownership for people and households with disabilities

#### Strategy Three

Improve access to and knowledge of home modifications and assistive technology that help people remain in their homes

**Activity:** Annually collect qualitative and quantitative data and report on improvement in home-modification and assistive technology that help people remain in their homes



## OUTCOME THREE

### Improved reliable transportation options for people with disabilities

#### Strategy One

Improve effectiveness of paratransit services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in the effectiveness of paratransit services

#### Strategy Two

Improve public transportation ridership among people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement of public transportation ridership among people with disabilities

#### Strategy Three

Improve coordinated cross-jurisdictional transportation options for riders with disabilities

**Activity:** Increase state disability transportation representation

#### Strategy Four

Improve private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

**Activity:** Annually collect qualitative and quantitative data and report on improvement in private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

## OUTCOME THIRTEEN

### Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

#### Strategy One

Improve self-direction capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in self-direction capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

#### Strategy Two

Improved self-direction capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in self-direction capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies



## STATE DISABILITIES PLAN OUTCOMES

# Financial Well-Being

*Individuals with disabilities will have equal opportunity to improve their financial well-being.*

People with disabilities will achieve financial well-being through equal access to education, employment, work incentives and benefits counseling, financial management, and savings programs.



This **Guiding Principle** focuses on common paths to financial independence, including education, employment, and sound financial management.

**Applicable Outcomes:** Four, Five, Six, Thirteen

## OUTCOME FOUR

**Improved employment and training options, including self-employment and non-congregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities**

### Strategy One

Improve employment services, training, and supports for youth and adults with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in employment services, training, and supports for youth and adults with disabilities

### Strategy Two

Improve participation of people with disabilities in public vocational and career services programs

**Activity:** Annually collect qualitative and quantitative data and report on improvement in participation of people with disabilities in public vocational and career services programs

### Strategy Three

Improve state employment and state internship opportunities for people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in state employment and state internship opportunities

## OUTCOME FIVE

**Improved educational support services for children, youth, and life-long learners with disabilities**

### Strategy Three

Improve coordination and outcomes for students' transition from school to post-school education, employment, and training

**Activity:** Annually collect qualitative and quantitative data and report on improvement in coordination and outcomes for students' transition from school to post-school education, employment, and training



## OUTCOME SIX

### Improved financial stability and independence for people with disabilities and their families

#### Strategy One

Improve access to work incentives and/or benefits counseling and programs for people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in work incentives and/or public benefits counseling and programs

#### Strategy Two

Improve knowledge of and participation in financial management programs

**Activity:** Annually collect qualitative and quantitative data and report on improvement in knowledge of and participation in financial management programs

## OUTCOME THIRTEEN

### Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

#### Strategy Three

Improve financial well-being capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in financial well-being capacity, infrastructure, and coordinated policy implementation for public health emergencies

#### Strategy Four

Improve financial well-being capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in financial well-being capacity, infrastructure, and coordinated policy implementation for public health emergencies



## STATE DISABILITIES PLAN OUTCOMES

# Health & Wellness

*Individuals with disabilities will have access to resources and services that promote health and wellness.*

People with disabilities will improve their quality of life through multidisciplinary and integrative services and supports.



This **Guiding Principle** focuses on developing resources and building capacity in health, behavioral health care, family and peer supports, and improving access to recreational/wellness activities.

**Applicable Outcomes:** Seven, Eight, Twelve, Thirteen

## OUTCOME SEVEN

### Improved physical and behavioral health care for people with disabilities and their families

#### Strategy One

Improve accessibility to culturally competent, accessible wellness and preventive health care services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in competent, accessible wellness and preventive health care services

#### Strategy Two

Improve crisis and acute services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in statewide access to crisis and acute services

#### Strategy Three

Improve the coordination of care for people with disabilities with complex or transitional health care needs

**Activity:** Annually collect qualitative and quantitative data and report on improvement in coordination of care for people with disabilities with complex or transitional health care needs

## OUTCOME EIGHT

### Improved family and peer support services for people with disabilities and their families

#### Strategy One

Improve family disability supports across the lifespan

**Activity:** Annually collect qualitative and quantitative data and report on improving supports and protections for families with disabilities across the lifespan

#### Strategy Two

Improve peer and family support networks

**Activity:** Annually collect qualitative and quantitative data and report on improvement in improving peer and family support networks

#### Strategy Three

Improve in-home assistance and respite care resources

**Activity:** Annually collect qualitative and quantitative data and report on improvement in in-home assistance and respite care resources

#### Strategy Four

Improve educational advocacy support for parents of children with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in engagement of parents of children with disabilities

## OUTCOME TWELVE

### Improved access to recreational and wellness activities for people with disabilities and their families

#### Strategy One

Improve access to recreational activities for people with disabilities and their families

**Activity:** Annually collect qualitative and quantitative data and report on improvement in recreational activities for people with disabilities and their families

#### Strategy Two

Improve access to wellness activities for people with disabilities and their families

**Activity:** Annually collect qualitative and quantitative data and report on improvement in wellness activities for people with disabilities and their families



## OUTCOME THIRTEEN

### Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

#### Strategy Five

Improve health and wellness capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in health and wellness capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

#### Strategy Six

Improved health and wellness capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in health and wellness capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies



## STATE DISABILITIES PLAN OUTCOMES

# Maximizing Resources

*Maryland state agencies and key stakeholders will maximize resources effectively.*

Maryland state agencies and key stakeholders will refine processes and infrastructure.



This **Guiding Principle** focuses on organizational capacity building and infrastructure development between state and non-state partners to better serve people with disabilities and their families.

**Applicable Outcomes:** One, Two, Three, Four, Five, Nine, Ten, Eleven, Thirteen

## OUTCOME ONE

### Improved self-directed supports and services for people with disabilities and their families

#### Strategy Four

Improve the capacity of agencies and providers to support people with disabilities living in the community

**Activity:** Track qualitative data related to the capacity of agencies and providers to support people with disabilities living in the community

## OUTCOME TWO

### Improved availability of integrated, affordable, and accessible housing options for people with disabilities and their families

#### Strategy Four

Improve availability of integrated, affordable, and accessible housing options through interagency capacity building and infrastructure development

## OUTCOME THREE

### Improved reliable transportation options for people with disabilities

#### Strategy Two

Improve public transportation ridership among people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement of public transportation ridership among people with disabilities

#### Strategy Four

Improve private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

**Activity:** Annually collect qualitative and quantitative data and report on improvement in private transportation for people with disabilities (transportation provided by self, family, friends, providers, ride sharing apps)

## OUTCOME FOUR

**Improved employment and training options, including self-employment and non-congregant competitive opportunities available in an integrated environment in which there are individuals with and without disabilities**

### Strategy Four

Improve interagency disability employment strategic planning and legislation implementation for youth and adults with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement in data related to improving interagency disability employment strategic planning and legislation implementation for youth and adults with disabilities

## OUTCOME FIVE

**Improved educational support services for children, youth, and life-long learners with disabilities**

### Strategy One

Improve early intervention programs and services for infants, toddlers, and young children with disabilities and their families

**Activity:** Annually collect qualitative and quantitative data and report on improvement in educational statistics for children with disabilities in early intervention programs

### Strategy Two

Improve educational supports in all settings

**Activity:** Annually collect qualitative and quantitative data and report on improvement in access to appropriate supports in any educational setting and services for infants, toddlers, and young children with disabilities

### Strategy Three

Improve coordination and outcomes for students' transition from school to post-school education, employment, and training

**Activity:** Annually collect qualitative and quantitative data and report on improvement in coordination and outcomes for students' transition from school to post-school education, employment, and training



## OUTCOME NINE

### Improved crime control, public safety, and correctional services emphasizing the needs and rights of people with disabilities and their families

#### Strategy One

Improve disability-related training within crime control, public safety, and correctional services

**Activity:** Annually collect qualitative and quantitative data and report on improvement related to disability-related training within crime control, public safety, and correctional services

#### Strategy Two

Improved disability-related supports and services within crime control, public safety, and correctional services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in supports and services within crime control, public safety, and correctional services

#### Strategy Three

Improved disability-related interagency capacity building within crime control, public safety, and correctional services

**Activity:** Annually collect qualitative and quantitative data and report on improvement in disability-related interagency capacity building within crime control, public safety, and correctional services

## OUTCOME TEN

### Improved accessible and universally designed communication and technology

#### Strategy One

Improve the accessibility of emergency information by making it available in a variety of accessible formats (e.g. braille, large print, ASL) for emergency broadcasts and emergency resources provided at shelters and recovery centers

**Activity:** Annually collect qualitative and quantitative data and report on improvement in accessible formats for emergency broadcasts and resources

#### Strategy Three

Improved telecommunications accessibility services for people with difficulty using a traditional telephone

**Activity:** Annually collect qualitative and quantitative data and report on capacity improvement in telecommunications accessibility options for people with difficulty using a traditional telephone

#### Strategy Four

Improved awareness of availability of Maryland Relay services amongst various stakeholder groups

**Activity:** Annually collect qualitative and quantitative data and report on improvement in awareness of availability of Maryland Relay services amongst various stakeholder groups

## OUTCOME ELEVEN

### Improved disability equity, transparency, and efficiency in state government services

#### Strategy One

Improve accessibility of government buildings and programs to all people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on improvement of disability equity, transparency, and efficiency in state government services

#### Strategy Three

Improve understanding and accessibility of civil rights for people with disabilities and their families

**Activity:** Annually collect qualitative and quantitative data and report on improvement in civil rights for people with disabilities and their families

#### Strategy Four

Improve technology services among agencies, providers, and people with disabilities

**Activity:** Annually collect qualitative and quantitative data and report on technology services improvement among agencies, providers, and people with disabilities

#### Strategy Six

Improve trainings and outreach activities designed to share information and solicit stakeholder feedback

**Activity:** Annually collect qualitative and quantitative data and report on improvement in trainings and outreach activities

## OUTCOME THIRTEEN

### Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

#### Strategy Seven

Improve maximizing resources capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in maximized resources capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

#### Strategy Eight

Improved maximizing resources capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in maximizing resources capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies



## STATE DISABILITIES PLAN OUTCOMES

# Accessible Communications

*Maryland state agencies will be accessible, and communicate information effectively, equitably, and in an accessible format.*

People with disabilities will have equal access to all state agency communications, programs, and services.



This **Guiding Principle** focuses on ensuring all government communications are accessible, promoting quality service delivery, and acquiring accessible communication services and products for individuals with disabilities.

**Applicable Outcomes:** Ten, Eleven, Thirteen



## OUTCOME TEN

### Improved accessible and universally designed communication and technology

#### Strategy One

Improve the accessibility of emergency information by making it available in a variety of accessible formats (e.g. braille, large print, ASL) for emergency broadcasts and emergency resources provided at shelters and recovery centers

**Activity:** Annually collect qualitative and quantitative data and report on improvement in accessible formats for emergency broadcasts and resources

#### Strategy Two

Improve the integration of the needs of the disability community and emergency management plans

**Activity:** Annually collect qualitative and quantitative data and report on improvement in integration of the needs of the disability community and emergency management plans

#### Strategy Three

Improved telecommunications accessibility services for people with difficulty using a traditional telephone

**Activity:** Annually collect qualitative and quantitative data and report on improvement in telecommunications accessibility services for people with difficulty using a traditional telephone

## OUTCOME ELEVEN

### Improved disability equity, transparency, and efficiency in state government services

#### Strategy Two

Improve accessibility of government websites and other forms of communication

**Activity:** Annually collect qualitative and quantitative data and report on improvement in accessibility of websites and other communications

## OUTCOME THIRTEEN

### Improved capacity, infrastructure, and coordinated policy implementation in response to and recovery from public health emergencies

#### Strategy Nine

Improve accessible communications capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in accessible communications capacity, infrastructure, and coordinated policy implementation in response to public health emergencies

#### Strategy Ten

Improved accessible communications capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies

**Activity:** Annually collect qualitative and quantitative data and report on improvement in accessible communication capacity, infrastructure, and coordinated policy implementation in recovery from public health emergencies



If you need this document in an alternate format, please contact us at  
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